



# ACE NEWS

AMARILLO CITY EMPLOYEE

HAPPY ST. PATRICK'S DAY

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## Special points of Interest:

- Lawrence Lake Construction Update
- March recipe—Spinach Balls
- February Retirees

## NOW

### Is the Time to Prepare for a Disaster



#### Get Warned. Ways to Receive Warning:

##### NOAA All-Hazards Weather Radio

..The #1 way to receive public warning. Broadcasts warnings, watches, forecasts, and other emergency information for ALL hazards and disasters that require immediate notification. Program Codes:

Potter County (048375), Randall County (048381)

##### Emergency Alert System (EAS)

..Automatic cut-in to some TV, radio stations, and some mobile devices.

##### Outdoor Warning System

..89 sirens are located in Amarillo/Potter/Randall. They are designed to alert citizens who are OUTDOORS, not INDOORS.

##### Cable Television Cut-In

..Emergency Management will interrupt programming to provide information to viewers with local cable service.

##### Local Media

..Stay tuned to local TV and radio stations for additional information.

#### Resolve To Be Ready Mass Notification System

..Sign up to receive email, text, and voice notifications.

Register at: [www.R2BeReady.com](http://www.R2BeReady.com)



#### Ready, Set, Go! Are You & Your Home Wildfire Ready?

**Ready – Preparing for the Fire Threat:** Be Ready, Be Fire wise. Take personal responsibility and prepare long before the threat of a wildfire so your home is ready in case of a fire. Create defensible space by clearing brush away from your home. Use fire-resistant landscaping and harden your home with fire-safe construction measures. Assemble emergency supplies and belongings in a safe spot. Make sure all residents residing within the home are on the same page, plan escape routes.

**Set – Situational Awareness When a Fire Starts:** Pack your vehicle with your emergency items. Stay aware of the latest news from local media for updated information on the fire.

**Go – Leave Early!** Following your Action Plan makes you prepared and firefighters are now able to best maneuver the wildfire and ensure you and your family's safety.



## April Fool's Day Amarillo Zoo

Saturday, March 31, 2012  
1:00pm – 3:00pm

You'll be amazed, bewildered and maybe even a bit skeptical as you view some of nature's most mysterious creatures. See a cast of a track from Bigfoot, a toad the size of a dinner plate, death feigning snakes, flesh eating beetles and more. Plus, journey through the Zoo on an April Fool's joke scavenger hunt. Come join us and see if you – **believe it or not??**

## Warrant Round-Up

Once again Municipal Court in conjunction with the Amarillo Police Department participated in the Great Texas Warrant Round-Up Campaign. This year the court staff handled more than 7,000 cases and collected over a million dollars in the month of February. With steady lines and phones ringing constantly, the court staff rose to the occasion and provided top quality service to the community and our organization. Of course the Warrant Round-Up Campaign could not have been as successful if it had not been for the Police Department and the Officers assigned to the Campaign. Also, our Information Technology Department maintained the online warrant list and online payment services. Over 300,000 page views of the warrant list were logged this month. Thanks to all for a job well done.



## READ to SUCCEED Offers Free Reading Skills Help

By: Stacy Yates, Public Relations Coordinator



Many doors seem closed to a person who cannot read, or who reads at only the most basic level, but the Amarillo Public Library is working to help people open those doors. READ to SUCCEED is an adult reading skills program that offers free one-on-one tutoring to adults in the Amarillo area.

Started in 2011 as an expansion of the highly successful AMARILLO READS Community Reading project, READ TO SUCCEED has a very simple mission: **We teach people to read.**

Library Director Donna Littlejohn says creating competent readers benefits the community in a number

of ways. "Reading is a health and safety issue," says Littlejohn, "because reading skills are necessary to interpret warning signs and medical information. Reading skills are also important to the economy because adults who lack basic math and reading skills can't fully participate in the marketplace."

READ to SUCCEED currently has 19 student/tutor pairs who work together once or twice each week to improve basic reading, spelling and writing skills. APL Literacy Coordinator Lisa White says volunteer tutors receive complete training before being paired with a student. "It's a daunting task, teaching someone to read," says White, "but most people can do it with the right training. We want

our tutors to feel confident that they have the skills and support they need."

**The next training session for volunteer tutors will be March 24 from 9:30 AM to 3:30 PM at the Downtown Library**, but people interested in becoming READ to SUCCEED students may contact White at any time. "Right now we have three (3) tutors waiting for students," says White, "so if you know someone who needs help learning to read, we can probably get them started with a tutor fairly soon."

Those interested in becoming READ to SUCCEED tutors or students may contact Lisa White at the Downtown Library for more information.



## Easter EGG-citment

Saturday, April 7, 2012  
9:30am – 3:00pm

Hop on over to the Amarillo Zoo for our third annual **Easter EGG-citment!** event. Kids can visit one of many treat stations to receive their Easter eggs filled with candy and goodies from costumed characters like Alice, the Mad Hatter, Queen of Hearts, the March Hare, Bugs Bunny and others. Make sure to stop by and get your picture taken with the Easter Bunny. Plus, don't be late for a very important date ... the Alice in Wonderland Tea Party! Watch our lemurs, lions, tigers and other zoo animals enjoy their very own Easter baskets filled with special treats. All that plus live bunnies for kids to see and touch!

## LAWRENCE LAKE CONSTRUCTION UPDATE

BY: VAN HAGAN, ASSISTANT DIRECTOR OF PUBLIC WORKS



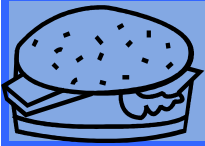
Playa Lake bank stabilization construction project at Lawrence Lake.

*Left:* the "before" photo was taken at the end of September.

*Right:* the "after" was taken in mid-December.

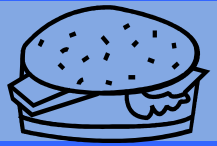






# Employee Appreciation Luncheon

Photos by Damen Ratliff, Asst. Wastewater Collection Supervisor



Thank You!  
for making the  
City of Amarillo  
a great place to live and work!

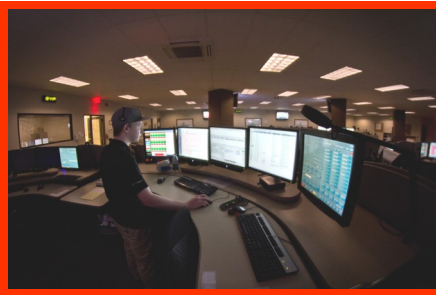




## AMARILLO EMERGENCY COMMUNICATIONS CENTER—911

By: Judith Weshinskey-Price, Emergency Communications Center Manager, ENP, RPL

Did you know that when you call 911 within the City of Amarillo, it is a city department that answers? The Amarillo Emergency Communications Center (AECC) is a city department that is responsible for answering 911 calls and dispatching responders such as fire, police, EMS, and animal control. AECC was created in October of 2009 so that the emergency communications function could be consolidated into one system and provide more efficient services for citizens. There are 59 Emergency Communications Specialists (ECS) employed with the department and, on average, about 15 working at any given time. Each ECS must go through rigorous testing before being hired and must complete a minimum of 12 weeks of training, both classroom and on the job, before they are allowed to work on their own. They are also required to do continuing education throughout the year to maintain certifications and skills.



AECC workstation

So, if you ever have to call 911, what can be expected? Well, the first thing that will happen is that an ECS certified to answer emergency calls will answer the phone. They are trained to ask specific questions in order to determine the correct response and will begin the questioning by asking the most important question, "What's the location of the emergency?" This is harder than it sounds because we receive almost 80% of our calls from people on cell phones and often do not have specific location information attached to the call like we do from landlines. It may seem as if there are a great deal of questions being asked and that the response is being delayed, but this is not the case. Once enough information has been received to determine the best response, generally early in the call, the call will be sent to the correct dispatch console. While the responders are being appropriately deployed via radio, the ECS on the phone will continue to ask for additional information to pass on to the responders. It may seem like it takes a while to get through the questions, but this does not create a delay, the responders are notified according to the priority of the call by a team member while the ECS is finishing up the questioning in a team effort that streamlines the process. If your situation calls for multiple responses,

such as a vehicle accident where someone is injured and police, fire, and EMS will respond, the dispatch position of each discipline will be notified all at the same time with the same information so help can be sent quickly and be fully informed.



**Left to Right:** Crystal Salazar, Lisa Tijerina, Bonnie Barnett, Monica McKinney, Steven Malatesta, Sean Custer, Jacob Brewer, Lea Ann Briscoe, Angelia Eagen, Michelle Anderson, Jessica Martinez, Stephany Gervasi and Ana Guerrero

The questions you can expect to be asked in addition to the location of the emergency will be specific to the situation you are experiencing. If the situation is medical in nature, you may be asked the age of the patient, if they are conscious and breathing, and what symptoms they are displaying. If it is a fire event, you may be asked if you see smoke and where the smoke or strange smell is coming from. For police events, you may be asked about weapons, descriptions of vehicles and people, and directions of travel. When being asked for this information, remember to answer to the best of your ability. If you do not know the answer, it is alright to say that.



**Left to Right:** Bryan Mech, James Custer, Michael Chaney, Donna Votaw, Lynn Harris, Cassandra Perez, Willis Orcutt, Anna Stratton, Skyler Mathews, Jennifer Case, Robert Vigil, Lisa Tijerina and Landon Moreland

Our ECS are even trained to begin helping you before the responders arrive on scene. If you are experiencing a medical emergency and someone has stopped breathing, you will be given instructions on how to perform CPR over the phone to increase the chances of the patient surviving. If childbirth is imminent, we can instruct you on how to facilitate the childbirth, even when there are complications. While our responders do a great job getting where they are needed quickly, there are sometimes unavoidable delays such as traffic, distance that needs to be travelled, or unexpected occurrences. Working in partnership with our response agencies by being able to give some of these instructions allows us to help increase the chances of a successful outcome.

Our entire system is computerized, so in the performance of the job, ECS must be able to operate several computer programs at the same time they are speaking on the phone with a person experiencing an emergency or dispatching calls over the radio to responders. Those who answer 911 calls, while they are talking to you on the phone, will also be using the mapping software that is part of the phone system to confirm your location. They will be using our Computer Aided Dispatch software (CAD) to enter in the information that you are giving them so that it can be accessed by those dispatching and responders and they will be using our protocol software to make sure they are asking the correct questions and giving the correct instructions. This is a minimum of what they will be doing. They also might be accessing Google Maps to determine appropriate locations or local, state, and national databases to see what has been listed as stolen. They will be listening to others in the room to see if anyone else has a similar call and will be communicating with the ECS who is dispatching the event. Those who dispatch responders will be reviewing pending calls so they can determine the best use of their resources, the responders.

They will be transmitting over the radio at the same time they are logging information and responder statuses in the CAD software. They may even be speaking on the

(continued next page - AECC 911)

# March is National Nutrition Month

By: Kathy Cates, Dietitian, MS, RD



National Nutrition Month is celebrated annually in March by the Academy of Nutrition and Dietetics (formally the American Dietetic Association). To commemorate the dedication of registered dietitians as the leading advocates for advancing the nutritional status of Americans and people around the world, the second Wednesday of each March is celebrated as "Registered Dietitian Day."

The Academy of Nutrition and Dietetics is committed to improving the nutritional health of consumers by translating sound science and evidence-based research into messages they can understand and apply to their everyday lives. National Nutrition Month is a nutrition education and information campaign with the focus of giving important nutrition information so that consumers may make informed choices and develop sound eating and physical activity habits.

This year's theme for National Nutrition Month is "Get Your Plate In Shape." In June 2011, the USDA's MyPlate replaced the MyPyramid as the government's primary food group symbol. This new logo is easily understood using visual cues to help consumer's adopt healthy eating habits that are consistent with the Dietary Guidelines for Americans. The plate is divided into four sections (not equally): fruits, vegetables, grains and proteins and dairy are represented. MyPlate is a great tool for helping people to be mindful of what foods they should be eating and how much should be on their plate.

The theme of "Get Your Plate in Shape" is taking the MyPlate a step further by giving consumers ideas for creative ways to include the foods groups and helping them think of

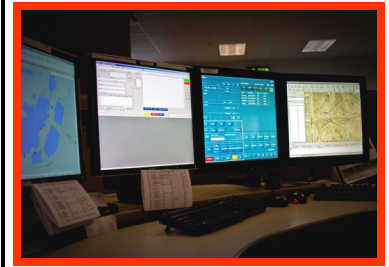
new ways to make every meal both healthful and enjoyable. Some of the tips are:

- Before you eat, think about what goes on your plate or in your bowl.
- Make half your plate fruits and vegetables—eat a variety of vegetables, especially dark green, red and orange vegetables plus beans and peas.
- Make at least half of your grains whole—choose 100% whole-grain breads, cereals, crackers, pasta, and brown rice.
- Switch to fat-free or low-fat milk—Fat-free and low-fat milk have the same amount of calcium and other essential nutrients as whole milk, but less fat and calories.
- Vary your protein choices—Eat a variety of foods from the protein food group each week, such as seafood, nuts and beans, as well as lean meat, poultry and eggs.
- Cut back on sodium and empty calories from solid fats and added sugars—Drink water instead of sugary drinks. Select fruit for dessert. Look out for salt (sodium) in foods you buy.
- Enjoy your food but eat less—get your personal daily calorie limit at [www.ChooseMyPlate.gov](http://www.ChooseMyPlate.gov).
- Be physically active your way—Pick activities that you like and start by doing what you can, at least 10 minutes at a time. Every bit adds up and health benefits increase as you spend more time being active. Children and teens need 60 minutes or more a day of activity. Adults need at least 2 ½ hours a week of activity that requires moderate effort.
- Find more health eating tips at: [www.eatright.org](http://www.eatright.org); [www.kidseatright.org](http://www.kidseatright.org); and [www.ChooseMyPlate.gov](http://www.ChooseMyPlate.gov).



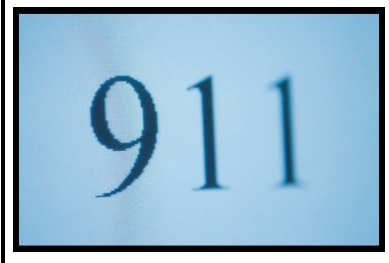
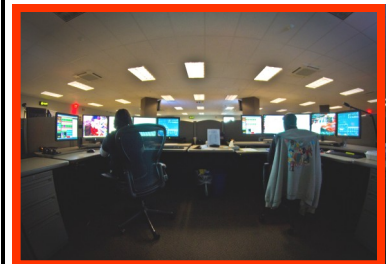
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**AECC 911**



phone and transmitting on the radio at the same time. Some of the other tasks that our ECS perform include answering various administrative lines for our response agencies, logging towed vehicles for the tow companies, entering missing persons and stolen items into national and state databases, assisting the public in non-emergency situations, and providing support to response agencies for investigations and information dissemination, and making notifications to emergency management and other specialized groups.

So, if you ever find yourself in need and must call 911, please remember that your fellow city employees, AECC's Emergency Communications Specialists, are standing ready to help you. They have worked and trained hard to be ready to answer your call.







## SAFETY CORNER

BY: CHARLES SANCHEZ, SAFETY MANAGER



Fall protection is defined as any means used to protect workers from falls during work in areas where fall hazards exists. Fall protection is essentially a system that protects workers who could lose their balance at any given height from falling, usually resulting in serious injuries. Fall protection involves the elimination of fall hazards, the prevention of falls, and the control of falls.

There are three laws of science involved in a slip, trip, or fall: friction, momentum, and gravity. Friction is necessary to maintain a grip on walking/working surfaces. When you are thrown off balance, your momentum (the speed at which you are moving) will cause you to trip. Gravity is the force that pulls you to the ground. Once a slip or trip is in progress, the end result is usually a fall which is only stopped by changing surface levels.

Fall protection systems either prevent the fall from occurring or reduces the impact of a fall. Fall protection systems include: guardrails, handrails and stair rails, and safety nets. A personal fall arrest system is used to stop a worker's

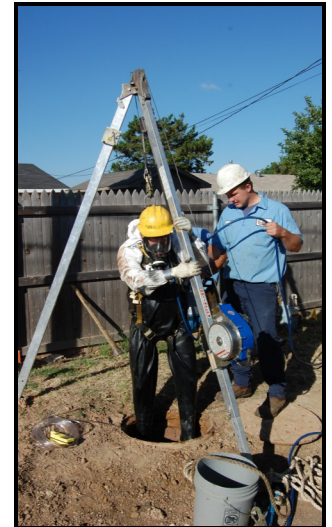


Rick Barrera  
Communication/Siren Tech

fall from a height. Personal fall arrest systems can include: full body harnesses, lanyards, rope grabs, lifelines, and anchorage/rigging.

Systems that prevent workers from falling to lower levels, such as guardrails, provide the best type of protection. Systems that arrest falls prevent serious injuries or deaths. It is essential that we assess our workplace for fall hazards and take appropriate precautions to prevent worker injuries from falls to a lower level.

Right:  
Steven Grant,  
Supervisor II  
(going into  
the hole) and  
Paul Kite  
Water  
Foreperson



## FROM THE PANTRY

BY: MARGARET PAYTON, WIC MANAGER, MBA, RD

### Spinach Balls

1 (10 oz.) pkg. frozen  
chopped spinach  
2 cups herb stuffing  
crumbs  
2 cups grated parmesan  
½ stick margarine  
6 eggs  
¼ tsp. salt  
¼ tsp. pepper  
½ cup chicken broth

Place spinach and remaining ingredients in large mixing bowl and mix well.

Shape into walnut size balls. Freeze the balls quickly on a baking sheet. When frozen place in a freezer storage bag.

Bake straight from the freezer for 8 to 10 minutes

Thaw spinach and at 350° F. Don't over-squeeze out all moisture.

Serve warm or at room temp. Makes 8 servings.



## BENEFITS CORNER

Save money by getting your maintenance medications filled through Maxor's mail order pharmacy.

Ask your physician to write a prescription for a 90-day supply of maintenance medication and you will only pay a 60-day co-pay. For example a 90-day supply of a preferred blood pressure medication will cost \$70.00 through Maxor mail order instead of \$105.00 at the retail pharmacy. In addition you will save time and gas. You can have Maxor mail the prescription to your home or you may go by their facility at 3<sup>rd</sup> and Polk and pick it up. They have a drive through window so you won't even have to get out of your car!

Remember you can also save money by asking your physician for generic prescriptions whenever they are available. A generic co-pay is \$10.00 or less if the cost of the drug is less and a 90-day supply is \$20.00 through Maxor mail order. It is a good idea to take your pocket formulary with you to the physician's office so they can prescribe the most cost effective drug for you or your family members.

# WELCOME...

## Employee Milestones

Name	Title	Department			
Samatha Peat	Building Attendant 1	Civic Center	STEVEN CUELLAR	MUNICIPAL GARAGE	5
Matt McCall	Library Messenger-hrly	Library	RICKY LUCAS	SOLID WASTE	
Benjamin Hall	Emergency Comms. Specialist-hrly	AECC	LAVONDA LYLES	COLLECTION	5
Eric Campbell	Emergency Comms. Specialist-hrly	AECC		WATER DISTRIBUTION	5
Ann-Marie Jones	Emergency Comms. Specialist-hrly	AECC	ROBY J WALTERS	RIVER ROAD WATER	
Christopher Pacino	Emergency Comms. Specialist-hrly	AECC	DAVID BRANDT	RECLAM.	5
Christopher Grabber	Emergency Comms. Specialist-hrly	AECC	KERI CORNELISON	PARK MAINTENANCE	10
Dee Anna Rhodes	Emergency Comms. Specialist-hrly	AECC	ROBERT MOORE	AIRPORT OPERATIONS	10
Gary Stovall	Emergency Comms. Specialist-hrly	AECC	JOHN C TITUS	FACILITIES MAINT.	10
Victoria Vigil	Emergency Comms. Specialist-hrly	AECC	MICHAELHAMMONDS	IT ADMINISTRATION	10
Nakita McKinley	Data Entry Operator-hrly	Municipal Court	JAMES W BAIN	WATER DISTRIBUTION	15
Andy Barker	Utility Worker-hrly	Solid Waste Disposal	SAMUEL J BELL JR	FIRE OPERATIONS	20
Jaimie Sharp	Animal Control Officer	Animal Control	MICHELLE C BONNER	FIRE OPERATIONS	20
Ernest Cherry	School Crossing Guard	Traffic Engineering	TIMOTHY D CARTER	FINANCE	20
Billy Knox	School Crossing Guard	Traffic Engineering	ROY D DEUPREE III	FIRE OPERATIONS	20
Jerrold Bird	Traffic Engineer	Traffic Engineering	DANA DEANE HAVLIK	FIRE OPERATIONS	20
Ethan Black	Firefighter	Fire	RICHARD P TITUS	TRANSIT FIXED ROUTE	25
Jason Brown	Firefighter	Fire	DENNIS S EAVES	FIRE OPERATIONS	30
Richard Jones	Firefighter	Fire	JAMES J HIGLEY	POLICE	30
Andrew Sparks	Firefighter	Fire	JERRY LEE NEUFELD	POLICE	30
Scott Stidham	Firefighter	Fire	LOUIS S POWERS	POLICE	30
Chanse Valentine	Firefighter	Fire	DAVID REASONER	LABORATORY ADMIN.	30
Christopher Westbrook	Firefighter	Fire	MICHAEL K REED	POLICE	30
Nathan Wilson	Firefighter	Fire			
Jeffrey Anderson	Fire Inspector	Fire Civilian Personnel			
Erica Silva	LVN-hrly	Public Health			
Marcus Nerios	Outreach Specialist	Public Health			
Carrie Carlton	CD Coordinator	Public Health			
Phommathep Douangdy	Utility Maintenance Mechanic 1	Water Production			
Steven Reeves	Lift Station Maintenance Mechanic	Wastewater Collection			
Jessica Prince	Treatment Plant Operator 1	Hollywood Road WWT Plant			
Mason Lemon	Chemist 1	Laboratory Administration			
Jessica Hanson	Physician Assistant/NP	City Care Clinic			

### Congratulations February Retirees

Armando Solis—  
Solid Waste — 14 years  
Jimmy Gouge—  
Solid Waste — 15 years  
William Lay—  
Public Works — 22 years  
Jackie Dunlap—  
Accounting — 31 years  
Steve Barrera—  
Fire — 31 years  
Daniel Montano—  
Police — 37 years



## Promotions/Transfers

Name	OLD Title	Department	NEW Title	Department
Diane Baca	Data Entry Operator-hrly	Municipal Court	Administrative Assistant IV	Municipal Court
Cynthia Storey	Administrative Assistant III	Dir of Utilities	Administrative Assistant IV	Municipal Court
Aubrey Grady	Accountant 1	Accounting	Accountant II	Accounting
Lisa Liles	Administrative Assistant II	Accounting	Accounts Payable Clerk II	Accounting
James Griffin	Residential Equipment Operator	Solid Waste Collection	Commercial Equipment Operator	Solid Waste Collection
Everett England	Police Officer	Police	Corporal	Police
Anthony Merryman	Corporal	Police	Sergeant	Police
Larry Zamora	Plans Reviewer	Building Safety	Chief Plans Reviewer	Building Safety
Christopher Durham	Park Foreperson	Park Maintenance	Electrician 1	Park Maintenance
Jason Jackson	Fire Driver	Fire	Lieutenant	Fire
Jaime Lucero	Lieutenant	Fire	Captain	Fire
Jeffrey Spangler	Firefighter	Fire	Fire Driver	Fire
Jennifer Gonzales	Deputy Court Clerk & Asst Admin.	Municipal Court	Asst Utility Billing Manager	Utility Billing
Nicolas Hernandez	Utility Worker-hourly	Street	Utility Worker	Water Distribution
Michael Schoenberg	Meter Service Representative	Water Distribution	Odor Control Technician	Wastewater Collection
John Calhoun	Utility Worker	Hollywood Road WWT Plant	Utility Maintenance Mechanic 1	Hollywood Road WWT Plant
Michael Field	Equipment Operator II	Hollywood Road WWT Plant	Equipment Operator III	Hollywood Road WWT Plant
Robert Elliott	Housing Inspector	Building Safety	Community Improvement Inspector	Building Safety
Roger Davis	Utility Worker	Wastewater Collection	Utility Maintenance Mechanic 1	Wastewater Collection
Francisco Madero	Utility Worker	Street	Equipment Operator III	Street

Send your comments,  
suggestions and ideas to:

City Secretary's Office  
City Hall  
509 Southeast 7th Avenue,  
Room 303

Phone:  
(806) 378-3014

Fax:  
(806) 378-9394

Email:  
frances.hibbs@amarillo.gov

We're on the Web!  
See us at:  
www.amarillo.gov

www.amarillo.gov

Send us your email  
address to save on  
printing and postage

Live  
Healthy



March brown bag sessions (bring your breakfast or lunch) will be all about exercise and how it can lead to a healthier lifestyle. Sessions in March will be Wednesday the 21<sup>st</sup> at 7:00 a.m. in the Training Room at the Service Center and at noon in the Hospitality Room at the Civic Center. Brown bag sessions are worth 20 points.

CITY OF AMARILLO  
P. O. Box 1971  
Amarillo, TX 79105-1971

CITY EMPLOYEES/RETIREES  
STREET ADDRESS



## ACE ON THE SPOT — JERROLD BIRD, TRAFFIC ENGINEER

Mr. Bird began his employment with the City of Amarillo on Thursday, February 9. He earned his Bachelor of Science degree in Civil Engineering from the University of Nevada at Reno, and earned his Master's degree in Civil Engineering with a Transportation Emphasis from Arizona State University. He has worked on a variety of projects in Washington, Arizona, Texas, Nevada, Utah and California, and his project experience includes a variety of different projects including constructing nuclear power plants, freeway interchange design, urban and rural roadway design, and intersection design. Some of Mr. Bird's most recent project design experience includes the I-15 Design Build (I-515 to Craig Road, Nevada), Clark

County Route 215 (Craig Road to Hualapai Way, Nevada), and SR-92 Design Build (I-15 to SR74, Utah) which included a Diverging Diamond Interchange at I-15. Mr. Bird has conducted a number of Traffic Impact Analysis, Traffic Signal Designs, Traffic Modeling, and Signing and Striping Plans as well as Automated Traffic Management System Plans.

Jerrold and his wife, Cindy have four grown children ranging from 25-30 years old and they all live in Las Vegas, Nevada.

Jerrold's hobbies include golfing, bow hunting and car racing. He is a member of the Sports Car Club of America (SCCA).



Jerrold's 1971 240Z  
Race B Street Prepared (BSP)



# WELCOME